

Jun 20 03 02:34p

Ann Marie Copper

10588471432

p. 3

EHRLP.004A

PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Linyard, et al.

App. No. : 09/876,788

Filed : June 6, 2001

For : METHOD AND SYSTEM FOR  
PROVIDING ELECTRONIC USER  
ASSISTANCE

Examiner : Ayaz R. Sheikh

) Group Art Unit: 2155

RECEIVED  
CENTRAL FAX CENTER

SEP 07 2004

REVOCATION OF POWER OF ATTORNEYCommissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

The undersigned hereby revokes any previous powers of attorney in the subject application, namely that of Knobbe, Martens, Olson & Bear, LLP, including all of the individual members of the firm, 2040 Main Street, Fourteenth Floor, Irvine, California 92614, and requests that all future communications with respect thereto from the Patent and Trademark Office be forwarded to Patric J. Rawlins, Procopio, Cory, Hargreaves & Savitch LLP, 530 B Street, Suite 2100, San Diego, California 92101-4469.

eHelp Corporation

Dated: 06/20/2003By: Printed Name: Anthony OliverTitle: CFO.S:\DOCS\EMN\EMN-3125.DOC:asd  
061803

RECEIVED  
CENTRAL FAX CENTER

SEP 07 2004

Dear Sir / Madam,

This letter is in regard to a Customer Number Upload (CN Upload) spreadsheet that was received by the USPTO with the following information:

Date received: 4/8/04  
Customer number: 27189  
Signed by: Patric J. Rawlins  
Registration number: 47887

We are sending this notice to notify you of the status of your CN Upload spreadsheet. Please note, two steps must be met to successfully complete the CN Upload process:

**Step 1 - Confirmation of Signatory Authority for Spreadsheet Cover Letter**

The individual(s) who signed the cover letter must be the applicant(s) or Attorney(s)/Agent(s) of record for the application.

The attached MS Excel spreadsheet lists all of the applications that were submitted. Those serial numbers that contain a 'NO' in the 'POA Okay' column were not processed. The Attorney(s)/Agent(s) who signed the cover letter are not listed in our database as having Power of Attorney for the listed applications or there was an error in the application/patent number.

**Remedy for those Applications for which Step 1 was not Successfully Completed:**

To correct the application submissions that did not successfully meet the criteria in Step 1, and so were not processed, associate those applications by submitting a new spreadsheet and cover letter with the appropriate attorney registration numbers and signatures. Instructions and a spreadsheet template are located at <http://www.uspto.gov/ebc/downloads.html> under Customer Number Update Template.

In the case of applications where you do not have Power of Attorney, please fill out and complete the proper Power of Attorney form SB81/82 and fax it to the USPTO centralized fax number of 703-872-9306 prior to submitting your spreadsheet. Please review OG Notice May 26<sup>th</sup> 2004, Revision of Power of Attorney and Assignment Practice for further information. <http://www.uspto.gov/web/offices/com/sol/notices/69fr29865.pdf>

Also verify that the serial numbers entered are the correct numbers.

**Step 2 - Invalid serial number(s) - pending application and/or patent numbers**

An invalid serial number was entered in the spreadsheet. This is indicated by a "YES" in the Mismatch column.

**Remedy for those Applications for which Step 2 was not Successfully Completed:**

Ensure that the serial numbers entered meet the spreadsheet requirements (see Customer Number Upload Template). [http://www.uspto.gov/ebc/documents/cust\\_req\\_instructions.xls](http://www.uspto.gov/ebc/documents/cust_req_instructions.xls)

**Questions?**

If you have any questions about this email or any of our Patent Business e-government tools or systems, please do not hesitate to contact the Patent Electronic Business Center at 866-217-9197.

Regards,

USPTO  
Patent Electronic Business Center  
1-866-217-9197 / 703-305-3028

388 T127 PC Serv  
9726